

NEWS RELEASE

UNITED STATES AIR FORCE

HEADQUARTERS STANDARD SYSTEMS GROUP

Public Affairs Office

490 East Moore Drive

MAFB-Gunter Annex AL 36114-3004

Telephone: 334-416-4319 DSN: 596-4319

FAX: 416-4428

E-Mail: Darlene.foote@gunter.af.mil

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Workgroup managers provide quality service

By Master Sgt. Darlene M. Foote

SSG Public Affairs

MAXWELL AIR FORCE BASE - GUNTER ANNEX, Ala. – The realignment of workgroup managers throughout Standard Systems Group has really turned out to be a win-win situation for the entire organization.

While the idea was not new, it was definitely one whose time had come. “With the transformation well under way in SSG and cuts in nearly every area, this was a way to better utilize our 3A0 assets,” said Senior Master Sgt. Evorn Jackson, SSG 3AO Functional Manager.

The workgroup managers, which used to be dispersed throughout the organization, have now been realigned and broken down to four separate teams that support specific buildings. The WMs are assigned to Buildings 856, 888, 884 and 892.

According to Master Sgt. Dave Davis, Superintendent of WMs, each workgroup manager supports approximately 75 people. “This was a logical move that has benefited the customers as well as the WMs,” he said.

The teams were organized so that less experienced WMs were paired with more

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WMs provide quality service

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experienced WMs. Other benefits noted as a result of the realignment include increased training, more technical expertise, as well as more qualified and confident WMs.

“We are now a true logical extension of the LAN helpdesk because we’re able to work the same type of calls to include resetting passwords, unlocking accounts and providing network security,” said Sergeant Davis.

“I think SSG as a whole has benefited from this transformation because the bottom line has been better customer service,” said Sergeant Jackson.

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